

## LTCI VIRTUAL VISIT TOOLKIT: Remote Documentation

### BEST PRACTICE: Remote Documentation in the Electronic Health Record (EHR)

Due to recent changes to physician onsite access, long-term care (LTC) physicians and facilities have an opportunity to explore new methods of communication and charting. Most LTC homes have implemented Electronic Health Records (EHR), which can support remote access and charting for physicians.

#### BENEFITS

- Improves physician access to patient information
- Enables timely documentations
- Minimizes errors
- Improves overall patient safety

#### WAYS OF FACILITATING PHYSICIAN ENGAGEMENT

- Provide support to set-up a user account and grant remote access permission
- Ensure completion of user agreements
- Ensure the resident's MOST is entered into the EHR and clearly visible to the physician
- Ensure that EHR training and support is available.
- Continued movement towards having all patient information contained in the EHR is encouraged, through adoption of electronic order entry and medication administration records, point-of-care documentation of direct care, etc.

Also, the LTCI has [sessional funds available](#) for your Medical Coordinator (or another Physician Super User at your facility) to provide peer support for remote charting.

### DOCUMENTING MEDICAL PROGRESS NOTES

- ➔ Options for documenting medical progress notes are by remote access to the EHR, as described above, or by faxing a typed or written note. Consider choosing one documentation method and use it consistently.
- ➔ Ask the group of physicians with patients at the care home to collaborate and agree to all using the same method of remote documentation. Try to have everyone make the change at the same time.

#### EHR

- Remotely document a progress note directly into the EHR (*eg. PCC; PowerChart*).
- Provide physician with remote access, EHR training and support.

#### DICTATION

- For Island Health facilities; acceptable during the COVID altered care environment.
- Physicians can get access by emailing: [transcriptionservices@viha.ca](mailto:transcriptionservices@viha.ca)

#### TYPED / HANDWRITTEN

- Secure email may be an option for sending typed progress notes.
- Orders are to be written separate from the physician progress note.
- Progress notes and orders must include three patient identifiers (*name, DOB, PHN*), on each page and be faxed to the nursing station.